

### **EXAMINER'S AMENDMENT**

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.
2. Authorization for this examiner's amendment was given in a telephone interview with Mr. Donald E. Stout on 4/3/08.
3. Claim 19 has been amended as follows:

#### **Claim 19 (Currently Amended):**

A context aware call handling system comprising:

- a shared database;
- a communication network;
- a user interface for setting user preference call handling rules;
- an application level for making assertions to said shared database relating to current user context and incoming call information from a caller over said communication network, and in response handling said incoming call by applying said

Art Unit: 2614

user preference call handling rules based on said user context and said call information;  
and

a gateway between said call delivery (CD) agent and said communication network, and wherein

said application level further comprises a plurality of server modules and client modules for performing knowledge management and agent services, including a user knowledge management module for setting said current user context and said user preference call handling rules as receiving a notification of said incoming call from said communication network and in response generating agent processing requests as assertions in said shared database, a system knowledge management module having a context set sub-module for administrator creation and modification of context hierarchy, and a server agent services module for receiving said agent processing requests via said shared database and in response assigning at least one relationship between said user and said caller, retrieving said at least one relationship between the user and said caller and said current user context, and selecting a single one of said user preference call handling rules based on said relationship.

/Quynh H Nguyen/

Primary Examiner, Art Unit 2614